

# Testing Site Manager (TSM) Overview

## 2016–2017 School Year

### Summary

This document outlines upcoming improvements to the Testing Site Manager (TSM) software.

In the late summer of 2015, DRC released version 8.0 of the TSM, which many sites currently use. During the 2015-2016 school year, DRC released several improved versions of the TSM, including the current TSM version, 8.1.0\_1. For the 2016-2017 school year, DRC is adding more versions and enhancements.

### Features and Benefits

The following table lists and describes the current (most recent) and planned TSM versions that will be available for Fall 2016.

*Current and Planned TSM Versions*

| TSM Version         | Update/Feature                                    | Description   |
|---------------------|---|---|
| 8.1.0_1<br>(latest) | Content Download Improvements                     | <ul style="list-style-type: none"> <li>• Adds a checksum feature to audit content as it is downloaded</li> <li>• Addresses an Internet socket exception error that interrupted download retries</li> </ul>  |
|                     | Operating System Compatibility Improvements       | <ul style="list-style-type: none"> <li>• Eliminates certificate errors</li> <li>• Updates the TSM installer for more seamless integration with recent versions of Windows and Mac (OS X)</li> <li>• Addresses a Linux compatibility issue by removing filename case sensitivity limitation</li> </ul> |
|                     | Optional Updates                                  | This new feature allows users to defer automatic updates of non-critical TSM updates  |
|                     | Response Handling Improvements                    | <ul style="list-style-type: none"> <li>• Encrypts 'stuck' files on the TSM to automatically send them back to DRC without manual intervention at site</li> <li>• Updates the streaming memory design to handle large audio files more efficiently</li> </ul>  |
|                     | 64-bit installation options for Windows and Linux | New configuration options provide better memory allocation on the machine that hosts the TSM  |

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### *Current and Planned TSM Versions (cont.)*

| <b>TSM Version</b>   | <b>Update/Feature</b> | <b>Description</b>  |
|--|-----------------------|---|
| 9.0*<br>(July 28, 2016)<br><br>*Includes all of the features of 8.1.0_1 plus the updates listed in the Update column | Content Integrity     | Improves both the test content download process and the integrity of test content <ul style="list-style-type: none"> <li>• Increases retries during content download               <ul style="list-style-type: none"> <li>○ Allows more time to resolve network issues, either at the site or at DRC, during download</li> <li>○ Removes the restriction for the maximum number of files retried</li> </ul> </li> <li>• Provides content download information for users               <ul style="list-style-type: none"> <li>○ Displays the number of files unsuccessfully downloaded</li> <li>○ Provides users the ability to export failed file information to DRC to help troubleshoot issues</li> </ul> </li> <li>• Provides a new process to manually verify test content               <ul style="list-style-type: none"> <li>○ Users can run a process to verify the integrity of a test content download</li> </ul> </li> </ul> |
|  | Customer Support      | Offers improved TSM customer support <ul style="list-style-type: none"> <li>• Improves the DRC Customer Service Team’s visibility to the TSM</li> <li>• Allows DRC to retrieve TSM log components from a site               <ul style="list-style-type: none"> <li>○ Minimizes client involvement at the site</li> <li>○ Reduces need for client to send logs to DRC</li> <li>○ Reduces the need for DRC to remotely access the TSM at the site</li> </ul> </li> </ul>  |
| 9.1*<br>(August 23, 2016)<br><br>*Includes all of the features of 9.0 plus the updates listed in the Update column   | Concurrent Users      | Increases the number of users that can use a TSM concurrently by using a more powerful memory configuration <ul style="list-style-type: none"> <li>• Updated TSM configuration supports more concurrent users</li> <li>• Load simulation testing provides details for number of concurrent users per TSM</li> <li>• Globally available</li> <li>• Depends on configuration instructions for hardware setup of a TSM server</li> </ul>   |
|  | Content Hosting       | Provides the ability to host test content securely in the “Cloud” instead of on DRC servers<br><br>Because the Cloud is geographically distributed, this solution removes the need to send test content long distances. For example, testers in California could receive content from servers in California.  |

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### FAQ

The following are Frequently Asked Questions about the TSM.

#### ***When will the new TSM features and fixes be available?***

The initial release in July 2016, TSM 9.0, contains the Content Integrity and Customer Support updates. The second release in August 2016, TSM 9.1, contains the Concurrent Users and Content Hosting updates (see the *Current and Planned TSM Versions*).

#### ***Do sites need to uninstall/reinstall the TSM?***

That depends on the site's current TSM level.

- Currently, automatic updates are available for sites using the Windows version of the enhanced TSM version 8.0 or later (including 8.1.0) to TSM version 9.0 (July 2016) and/or 9.1 (August 2016).
- Sites using earlier versions (or non-Windows versions) of the TSM (unenhanced 8.0 and earlier) must uninstall and reinstall the TSM. Sites only need to complete this step one time after July. After an update to TSM 9.0, the update to TSM 9.1 (August release) can be performed automatically or manually.

#### ***If we do not want to upgrade, will the old TSM versions (8.1.0\_1 and prior) continue to work after the new features are available in July/August?***

Yes, certain TSM versions will, but not indefinitely. The actual cutoff date is to be determined.

**Note:** To use the updates to DRC INSIGHT that are available in mid-July, sites must update to one of the new TSM versions—either 9.0 or 9.1. For example, if a site is using unenhanced TSM version 8.0, or earlier, when they update the TSM they must uninstall and reinstall it. If they install the TSM 9.0 release available between 7/28 and 8/19, they can use the Automatic Update function to update automatically to 9.1 (after 8/19) without uninstalling and reinstalling the TSM.

#### ***Are there any dependencies regarding the TSM and DRC INSIGHT updates?***

Yes. You must update the TSM to use the updated versions of DRC INSIGHT (the secure browser) and updated Apps that will be available on July 28, 2016. Also, the TSM will start using the Cloud for test content (Content Hosting) in its 9.1 (August 23, 2016) release. Therefore, you must update to TSM level 9.1 before you can test.

#### ***What are some of the advantages of moving to the latest version of the TSM?***

Besides being necessary for compatibility with the latest enhancements to DRC INSIGHT, moving to the newer versions of the TSM offers the following advantages:

- Increased reliability
- Easier to support
- More users can test concurrently
- Better content integrity tools and verification options
- An improved automatic software update process
- Easier to update—enhancements and fixes are only applied to the latest version

#### ***Does response caching work with a Computer-Adaptive Test (CAT)?***

No. Response caching is not used with CATs.